

# Mahan Completes DLA Management Course

By Doug Imberi, DDJC Public Affairs



*Brenda Mahan*

Brenda Mahan, chief of the Defense Distribution Depot San Joaquin, CA (DDJC) Hazardous Branch completed the DLA Program for Developing Managers at the Simmons College of Graduate School Management in Boston, MA.

Mahan attended graduate school level classes that covered a diverse range of academic subjects including marketing, economics, accounting and finance, leadership, and communication strategy.

"The program was wonderful," said Mahan. "It was not easy. There was a lot of homework and a lot of self-assessment. But it re-energized me."

The 4-week course was divided between self-assessment and business practices. "We studied business leaders like Wal-Mart and Dell Computers, analyzing their strategy so we could adopt commercial practices," recalled Mahan.

At the course she also had time to develop a new philosophy on leadership. She developed ten commitments of leadership that hang on the wall of her office as a constant reminder.

She also developed a long "to do" list of goals which she has started work on. One of her goals was to survey her 38 Hazardous Branch employees to find out what they liked most about the organization and what they would most like to change about the organization.

"I want to organize my branch on processes instead of functions," she said.

Mahan will have plenty of opportunities to work on process development. She is also working on the Internal Process portion of the DDJC business plan—TELESIS 21.

Mahan began her federal career at Sharpe Army Depot in 1981 as a transportation clerk. Since then she has held a variety of jobs in several divisions. Among those were transportation officer and division chief.

---

## Defense Distribution Center Protocol Officer Receives Certification in Corporate Etiquette and International Protocol

Stacy L. Umstead, Protocol Officer, Defense Distribution Center, was recently trained and certified as a Corporate Etiquette and International Protocol Consultant by the Protocol School of Washington. The training was held in November at the Portland Regency Hotel, Portland, Maine.

Train To Be a Corporate Etiquette and International Protocol Consultant is a comprehensive training program designed to train individuals to teach business etiquette, international protocol, and dining seminars. The inter-active seminars give professionals and executives the skills to handle situations where business is promoted or conducted.

The Protocol School of Washington is the leader in etiquette and protocol services and is the first company to provide professional training and certification in etiquette and protocol. Since 1988, more than twelve hundred men and women have been trained and certified to use the school's comprehensive training manuals, workbooks, slides, and support materials. Graduates of The Protocol School of Washington are providing the highest quality seminars

available, and many of them are featured on major television networks and radio, and in publications worldwide.

Ms. Umstead has been DDC's Protocol Officer for more than two years and is the first within Defense Distribution Center to receive certification. She is responsible for DDC's Foreign Visitor Program, all Changes of Command within the DDC, and is currently a contributing author to the DDC Review, DLA Dimensions, and numerous articles on DLA's Today and Tomorrow.



*Stacy Umstead*